



MaineCare Services  
An Office of the  
Department of Health and Human Services

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**MEMORANDUM**

**TO:** Hospital & Health System CEOs  
**FROM:** Stefanie Nadeau, Director, MaineCare Services  
**SUBJECT:** MaineCare Emergency Department Collaborative Care Management Initiative

Beginning in early June, we reached out to the leadership—CEOs, Presidents, and Executive Directors—of Maine’s 36 hospitals to discuss exploring a partnership between MaineCare and Maine’s hospital Emergency Departments to reduce inappropriate ED use through a collaborative focus on data sharing and increased care management for MaineCare members who utilize the ED the most.

Over the course of the summer, OMS has met with your designated staff—most often ED Directors—in every hospital across the state. Together, we have identified care management resources both internal to your hospitals and in surrounding practices and the larger community. Through this initiative, MaineCare has made a commitment to provide analytic support tailored to your hospital. In areas with existing care management capacity, MaineCare will provide care management support and technical assistance. Where there is insufficient care management capacity, we will directly provide the care management resources.

As you are likely aware, previous studies have shown that Maine ED use is disproportionately high across MaineCare members, with many enrollees using ED services for non-emergent conditions that would be better treated in primary care settings. MaineCare’s first pilot of this initiative with Maine General Medical Center has reduced ED visits by an average of 33% for MaineGeneral’s 35 highest ED users since September of 2010. The Department is excited about this opportunity to work with your staff on the ground—who know who these members are—to both reduce inappropriate ED use and increase coordinated, preventive care many of these members are lacking.

We have heard from many of you that insufficient care management capacity, access to data and data analytics all present challenges to you in this work. It is our intention that MaineCare’s investment of time, resources and data analytics will help many of you to better leverage your staff’s expertise and scant time. In addition, we hope this modest effort will help you respond to the changing face of healthcare, with the increased emphasis on the achievement of quality benchmarks and movement toward payment reform, for both of which care management is a crucial component.

We have reached out to your staff to request daily ED census and inpatient admissions reports. Many of you have reported already sending similar information to other payers. MaineCare will utilize this information to generate and share reports with the hospitals that identify “high utilizers,” their diagnoses, readmissions, patterns of care, and other valuable information. MaineCare also plans to share customized information with each hospital regarding the costs associated with their target population and with their MaineCare ED use as a whole.

We appreciate your support for this exciting initiative and welcome your comments and suggestions. Please reach out to me with any questions you may have.